

PUBLIC FORUM – HEALTH CARE PRICING TRANSPARENCY BOZEMAN – 2-14-18

Responses below are actual consumer responses to the questions.

1. What do you think consumers want in terms of transparency in pricing?

- The truth, the facts-clear, easy to find, information that stays consistent and up to date.
- Transparency for hospitals, providers, insurers.
- Expose business relationships and referral patterns-avoid conflict of interest.
- Cost vs. charges vs. payment.
- Knowing up front if their insurance will cover a specific procedure/visit/whatever.
- To be able to compare one option to another (such as having an MRI, lab tests, etc. *to determine course of action*).
- Available providers, priced locally and with a price range, regionally.
- Simplification-reduced # of codes (*bundling?*).
- To see a coherent price list of what everything costs.
- Would like a scenario of what could happen and what potential costs may be.
- Transparency around commissions physicians receive on particular tests that they request for a patient.
- Would like to have frank discussions about what tests are “really” necessary, what they cost and will they give necessary information for treatment.
- In non-emergency situations, wait for initial test results to determine whether costly, further testing is necessary.

2. Should health care price transparency concentrate on procedures and surgeries or should it cover the whole range of health care services?

- Separate emergency (or simple) information from the more complicated.
- Elective procedures-this should be clear and easy.
- It should be easily accessible.
- All of it.
- I think it should cover supplies, as well.
- Cover the whole range of services, but only relevant procedures (or several procedures) need to be disclosed.
- Start with surgeries.
- The whole range of health services.

3. Do healthy individuals need different kinds of transparency information than do people with chronic illnesses? How are their medical choices and costs different?

- No, it should all be the same-clear, concise. Their medical choices are different, but that should not affect transparency.
- All of it should be the same transparency.

- Surprise bills are due to coding complexity and not being able to get clear answers-change the coding system.
- Be transparent-**TELL THE TRUTH!!!!**

7. The research on electronic transparency tools shows that these tools are not used by most consumers and when they are used the consumers aren't satisfied with the information they get. Why do you think these tools are not helpful for consumers?

- There is no connection to patients.
- The industry is keeping it complicated and confusing.
- ?
- Unless lacking insurance consumers are mostly eliminated from the process. In any other business the consumer plays a significant gatekeeper role around prices.
- A lot of people do not use the Internet or are not computer savvy.
- We need to make clear and easy electronic (and perhaps other modes) transparency tools available to consumers and show them how to use them.